

STATE OF LOUISIANA
USED MOTOR VEHICLE COMMISSION
3132 VALLEY CREEK DRIVE
BATON ROUGE, LOUISIANA 70808
(225) 925-3870 FAX # (225) 929-7438
www.lumvc.louisiana.gov

CONSUMER COMPLAINT FORM

PROCEDURE FOR ARBITRATING CONSUMER COMPLAINTS

1. **Discuss the situation with the dealer before you file the complaint** to allow the dealer opportunity to resolve the problem.
2. **Complaints must be submitted on this form.** Fill out the form as completely as possible. Be sure to complete both sides of this form. Attach copies of all the paperwork relating to the transaction or vehicle in question. **DO NOT SEND THE ORIGINALS OF ANY OF YOUR PAPERWORK.**
3. **A Commission investigator will contact you once a response has been received** from the dealer. **Please allow 3 to 4 weeks for the investigation to be completed.** A solution to the problem between the parties will be sought by the Commission through the investigator. The Commission will attempt to arbitrate a solution. If no agreement can be reached, the complainant may wish to seek the advice of an attorney or take the case to court.
4. **Understand that this office does not conduct litigation for individuals in matters which involve purely private controversies or civil type cases.**

COMPLAINT FROM		COMPLAINT AGAINST		VEHICLE ID
NAME _____	NAME _____	YEAR _____		
ADDRESS _____	ADDRESS _____	MAKE _____		
CITY _____	CITY _____	MODEL _____		
STATE _____ ZIP _____	STATE _____ ZIP _____	VIN # _____		
PHONE (____) _____	PHONE (____) _____	TITLE # _____		
DATE OF VEHICLE SALE _____				
DID YOU COMPLAIN TO THE COMPANY OR INDIVIDUAL? _____ IF SO, WHEN? _____				
DID YOU RECEIVE THE TITLE? _____ IF NOT, STATE REASON _____				
DID YOU RECEIVE AN EXTENDED WARRANTY SERVICE CONTRACT? _____				
DID YOU RECEIVE A WARRANTY OR DISCALIMER, SEPARATE TO THE PURCHASE AGREEMENT? _____				
DID YOU SIGN AND RECEIVE A COPY OF THE FEDERAL ODOMETER STATEMENT? _____				
DID YOU RECEIVE A COPY OF THE FEDERAL TRADE COMMISSION BUYER'S GUIDE? _____				
WHO FINANCED THIS TRANSACTION? _____				
WHAT SPECIFICALLY WOULD YOU LIKE THIS COMPANY OR INDIVIDUAL TO DO WITH REGARD TO YOUR COMPLAINT?				

PURSUANT TO THE AMERICANS WITH DISABILITIES ACT, ASSISTANCE WILL BE PROVIDED IN COMPLETING ANY FORMS REQUIRED BY THE LOUISIANA USED MOTOR VEHICLE COMMISSION.

STATE COMPLAINT ON SPACE PROVIDED ON BACK OF FORM

[illegible]

DATE _____ SIGNED _____